



KIRAN

SALESFORCE Test Specialist/QA

Phone number:8073674247

Email: Kiranpadm3@gmail.com

Profile Summary

- **ISTQB**, offering **8+ years** of accomplished experience in **Salesforce Testing, Software testing and Quality Assurance**; delivering projects using onshore-offshore delivery model.
- Experience in **Salesforce testing (Classic and Lightning) – Sales Cloud/Service cloud/Marketing cloud/ community clouds.**
- Experience in **SERVICE CLOUD** with **Field service lightning and testing Integration with mobile Application.**
- Experience in **Servicemax** (Field Service lightning)
- Experience in Testing Salesforce **CPQ** cloud.
- Experience in Testing **CLM** cloud.
- Experience in Testing Salesforce **MARKETING CLOUD** as QA with Email specialist.
- Experience in Salesforce **API** Testing using **POSTMAN** and **RESTAPI.**
- Experience in Salesforce **API** integration testing with **Mulesoft.**
- Have used **AZURE DEVOPS** for Test management
- Experience in Functional testing, API testing and Mobile device testing.
- Experience in **MOBILE** testing using Android and IOS real time devices.
- Proficient in **SDLC and STLC**, including Strategy Definition, Project Plan Creation, Design, Estimation, Execution, Data Creation & Validation, Review and Defect Reporting & Retesting
- Contributed to **successful release of various products & services** of leading clients such as **Philips, PetersonCat, Benz, Sonova, Starr Insurance, NAB, and so on**
- Extensive experience in Cloud testing, Device Testing in BFSI & Healthcare Sector
- Experience of Salesforce Field Level Security; proficient in **JIRA, Microsoft Azure** & Quality Centre; experience in working on both Agile & Waterfall model
- Hands-on experience in Salesforce Configuration including managing profiles and roles, managing fields & labels, managing record type, workflow, and so on
- Proven success in incorporating industry best practices, techniques, and methodology into existing testing processes for effective bug fixing & resolution of issues
- Strong leader & team player; excellent motivational skills to sustain forward growth momentum while motivating peak individual performance from team members

Certifications

- Salesforce admin certified
- ISTQB certified Tester.
- Salesforce Sales cloud and Service cloud QA consultant Certified by LTIMINDTREE
- Software Testing from Mindtree.

Key Work Areas

- Salesforce, Sales cloud Testing
- CPQ
- CLM (Contract lifecycle Management)
- Service Cloud Testing
- Marketing cloud Testing
- Servicemax Field service Lightning
- API testing using POSTMAN and REST API
- MOBILE APPLICATION
- Quick learning of tools
- Mentoring Excellent Communicator
- Efficient decision making
- Requirement Analysis

Career Timeline

February 2019– Present

Mindtree • Salesforce Senior Test Specialist(Salesforce)

October 2013 to December 2018

NTT DATA • Test Specialist (Salesforce, Functional)

November 2010 to December 2012

Aditya birla minacs • Senior Associate(Functional)

Key Result Areas :

- Preparing test strategy, test plan, test cases, test suits, scenarios, test data & requirement traceability matrix; validating requirements with test cases and generating reports using tools
- Leading the software quality process involving review of product functions, test specifications & documentation, defect prevention, debugging & resolution of issues
- Managing defect life cycle including **defect creation, defect tracking and root cause analysis of defects**
- Ensuring delivery of **status report** and **bug reports** of work done to the client on daily basis under Agile Process
- Guiding & mentoring a high-performing Software Testing Team through all phases of testing life cycle
- Communicating test progress, test results, and other relevant information to project stakeholders and management; supporting and identifying continuous improvements within testing processes
- Monitoring and enforcing the integrity of testing efforts by reviewing test logs; providing information related to software bugs and defects by analysing and summarizing development & service issues
- Reviewing project test and implementing schedules; monitoring, documenting, and reporting the current status of defects for each testing cycle and overall project to the senior management
- Supervising Smoke, GUI, Regression, Integration Testing, Exploratory and Browser Compatibility Testing for the software product under varying conditions and evaluating the behaviour of the system
- Spearheading defect analysis to identify any non-compliance with the set procedures/ guidelines

Technical Skills

SFDC:	SFDC Classic, Sales cloud QA, Service Cloud QA, Servicemax, Field Service Lightning testing, SFDC Lightning version, Salesforce CPQ cloud.
Tools Used	POSTMAN, RESTAPI, JIRA, AZURE DEVOPS, Field Service lightning.
Operating Systems:	Windows XP/2007/2010, Z/oS, iOS and Android
Testing Tools:	JIRA, HP ALM 12.01, Rational Quality Manager, Microsoft Project Plan
Other Utilities:	Rational Clear Quest, Bugzilla, Rational Clear Case, IBM Sterling Commerce,

Academic Details

- Bachelor of Engineering from JVIT, Bengaluru

Refer to annexure for major projects:

ANNEXURE:

At LTIMindtree, NTT DATA

Period: Jan 21 – Dec '22

Client Name: PetersonCat

Tools used: SALESFORCE SALES cloud, MULESOFT, POSTMAN, AZURE DEVOPS

Description:

Migration from IBM MAINFRAME(Legacy)

application to Salesforce lightning version so that all the users are enabled to start using "Lightning Experience".

Responsibilities:

- Delivered duties as Test Lead for the Salesforce migration and integration related project.
- Managed the complete end-to-end testing delivery for projects for the client
- Understood the business requirement and coordinated with all stakeholders; analysed & interpreted project requirements and created test scenarios & test cases for applications
- Designed end-to-end test strategy and got approval on test strategy from business
- Worked on onshore-offshore model to complete test design, reviewed business and baseline test cases before the start of SIT
- Led team of 4 – 5 at offshore and onshore and delegated work to team and ensured the tasks are completed
- Worked with business and development team to help environment set up including user and profile create, fields and labels creation, workflow management before the start of SIT
- Verified Object & Field level Access based on Profile & FLS
- Performed testing on different standard and customized Object that included verification of different fields on record including different picklist values
- Validated:
 - Cases (Service cloud) data in Salesforce against Legacy Systems
 - Contact Data in Salesforce against Legacy System & reported issue for any deviation
 - End-to-end flow of new customer on-boarding and fulfilment in Salesforce

Period: Jan'20 – DEC'20

Client Name: Philips Healthcare

Tools used: SALESFORCE SALES
CPQ CLOUD, SERVICE cloud,
MULESOFT, POSTMAN, AZURE
DEVOPS

Description: ServiceMax is to create a global platform which serves as "OneStop Destination" to provide E2E solution to customer grievances related to Healthcare products sold by Philips.

Servicemax (build on SFDC) integrated with SAP complete Field Service Management application. In a nutshell it starts from a customer request that comes in and goes till its complete resolution which has several business processes in between.

Responsibilities:

- Prepared test strategy and test plan
- Worked with team to finish test case writing for all functional requirements
- Worked on SERVICEMAX a Field Service lightning tool and did END to END testing for the same.
- Participated in all Agile Sprint Planning, Scrum Updates, Story pointing
- Managed a team of 4 offshore team members
- Tested Opportunity to Treasury Service Conversion Process
- Executed test cases & logged bugs in JIRA
- Reported testing statistics through daily, weekly status report

Client Name: SONOVA *Lead Capture and Conversion Tracking*
(SALES and Marketing CLOUD with Automation studio and Journey builder)

Tools USED: SALESFORCE SALES CLOUD CPQ, MARKETING CLOUD, POSTMAN

Description:

Sonova is a leading hearing care device provider across the world based out of Switzerland. Sonova has Five major brands- Phonak, Unitron and hansaton (hearing instruments), Advanced Bionics and Audionova. Sonova also partners with a wide network of leading hearing care units.

Responsibilities:

- Delivered duties as Senior Test Lead.
- Managed the complete end-to-end testing delivery for Salesforce
- Understood the business requirement and coordinated with all stakeholders

- Analyzed & interpreted project requirements and created test scenarios & test cases.
- Worked with development team to ensure test data is loaded in lower sandbox
- Performed test execution on functionalities related to Service cloud that included verification of various objects, functionalities, UI and also included validation of various fields that should/should not show up for different profiles
- Verified Object & Field level access based on Profile & FLS
- Performed testing on different standard and customized Object that included verification of different fields on record including different picklist values; testing also involved verification of different validation rules based on Edit access to certain fields
- Validated:
 - Cases (Service cloud) data in Salesforce against legacy systems
 - Contact data in Salesforce against legacy system & report issue for any deviation
 - End to End flow of new customer onboarding and fulfillment in Salesforce
- Tested SFDC integration with DocuSign (for e-signature), Doc Man and so on
- Verified availability of buttons/links on different pages that opens up legacy systems
- Participated in end-to-end testing of the Key Bank Corporate system in Salesforce
- Worked as owner of Project Quality audit and identified risks and planned the mitigation

Client Name: STARR INSURANCE

Responsibilities:

- Gathered requirement on overall Business & SFDC Application
- Prepared test strategy and test plan
- Tested credit and approval process in SFDC that included user's ability to apply for Insurance, processing and credit limit based on their user profiles
- Participated in all Agile Sprint Planning, Scrum Updates, Story pointing • Tested:
 - Functionalities related to – FLS, Permission Sets, Profiles
 - Case creation through Service cloud
- Created users and assigned permission sets to different users, updating profiles/FLS, adding fields to page layouts

Client Name: National Australian Bank.

Responsibilities:

- Worked as Offshore Functional QA POC for Testing
- Attended requirement gathering meeting with onsite and business to understand the requirement of claim processing and adjudication
- Performed test estimation for entire test life cycle including test case writing and execution
- prepared and submitted project status reports
- Maintained various process related metrics and worked as POC for attending triage meeting for bug tracking

Client Name: BMW Integration

HUB(WebServices)

Responsibilities:

- Responsible for execution of test cases in ALM. Report and document defects
- Tested Web Services /XML /SOAP and RESTFul services using SoapUI tool.
- Validated WSDL, request and response XML. Added Assertions to validate the response xml with database.
- Understanding the bundle requirements and creation of Test plan and Test Outlines.
- Create and review the Test cases in ALM.

Client: Honeywell(Service CLOUD)

Description:

The project objective is to implement a Employee support focused on issues related to the benefits provided to the employees in all the regions like NORTH AMERICA, EUROPE, APAC(Asia Pacific) and others.

- Performed Functional, Negative, Positive, Integration, Regression,End to End and User Acceptance Testing.
- Extensively involved in writing and designing templates for the

TestPlans and Test cases.

- Identified the Test Cases and documented the min PMO tool.
- Worked with the Developers and the Test Lead to verify the TestCases.
- Designed and Analysed Testcase design document basing on the Functional Requirement Specifications to implement through testingprocess.
- Involved in creating the Traceability matrix based on Functionalrequirement in each module.
- Performing daily defect triage meeting and priorities the defectswith Project team.
- Maintained Documents for Audits of Projects: Design, Requirements, Tracking, Timesheets, Tasks, Test Reports, Defects Reports, and Implementation (Peer Review sheets, Code Checklist) Important Mails from Clients, Delivery, and Project Closure etc. Applications Tested: Android, Iphone, Ipad Browsers: Mozilla, Chrome,Safari